
Effective Supervision Skills

National Competency Standard (BSB07)
BSBWOR402A Promote team effectiveness



Aim

This course provides participants with strategies for effective supervision, and the skills and knowledge required to lead a team or work group in a business environment. The course includes developing plans, providing leadership and supervising the performance of a work team.

Audience

The audience for this course is anyone who is responsible for leading or supervising a team of people in the workplace, i.e. frontline managers, team leaders, supervisors.

Duration

One day.

Course Outcomes

1. Principles of good leadership
2. Participating in team planning.
3. Developing team commitment and co-operation.
4. Managing and developing team performance.
5. Participating in and facilitating work teams.

Optional Assessment

This is a nationally recognised training program. Participants who successfully complete the optional assessment component of this course will receive a Statement of Attainment for the unit of competency outlined above. The assessment comprises a case study assignment designed to demonstrate competence. Participants who choose not to be assessed will receive a Certificate of Attendance. The case study assignment is completed in the participant's own time.

Course Content

Principles of good leadership

- Understanding what makes people tick
- Handling difficult people effectively
- Motivating and inspiring team members
- Maximising your own leadership style

Participating in team planning

- Identifying strategies for setting goals
- Discussing and agreeing on goals and responsibilities
- Identifying resources required
- Establishing standards of performance required by the team
- Determining task reporting requirements

Developing team commitment and co-operation

- Communicating effectively
- Encouraging team decision-making
- Supporting team initiative and interaction

Managing and developing team performance

- Allocating tasks and responsibilities
- Negotiating strategies for goal achievement
- Identifying training needs
- Negotiating on task timelines

Participating in and facilitating work teams

- Reviewing progress against agreed timelines
- Implementing alternative strategies for task achievement
- Monitoring and reporting team performance
- Providing feedback to individual team members